

Business Skills for the International Hotel Industry

Week 3: Digital Skills

Today's objectives

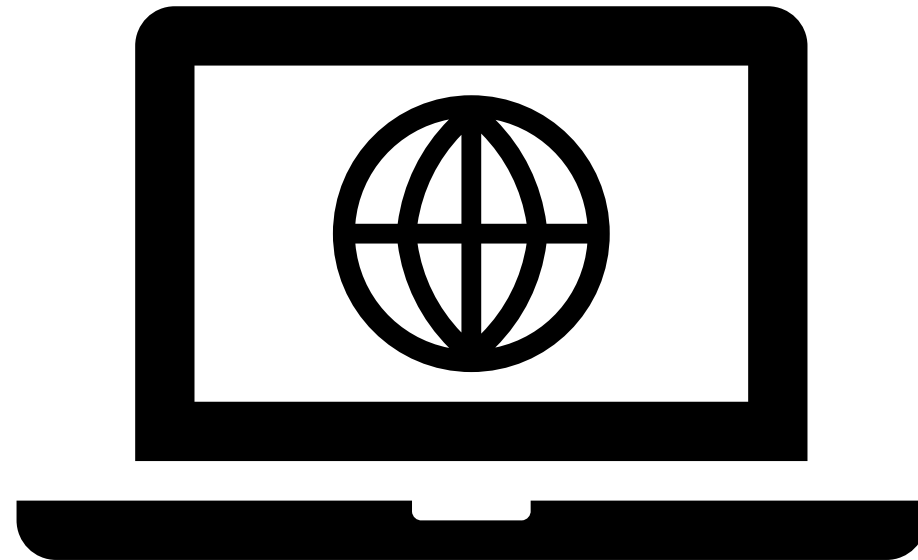
1. Digital Skills Workshop
2. LinkedIn Learning
3. Key tools introduction
4. Digital Skills Role Play
5. Infoskills
6. Turnitin



Why Digital Skills Matter

- **University:** Enhances academic productivity, research, and collaboration.
- **Workplace:** Required for efficient work processes, communication, and data management.
- **Goal:** Equip you with core skills to succeed in both environments.

Digital Skills Workshop



Productivity Tools for Academia & Workplace

- **Microsoft Word:** Formatting documents, collaboration
- **Activity:** Live demo and group collaboration



Linkedin Learning.

Section 1

3 ITEMS • 2h 48m



COURSE Productivity Tools for Academi...

Learning Word Desktop (Microsoft 365)

 LinkedIn • By: Nick Brazzi • Nov 2021

Learn the basics of working with Word, the popular word processing program from Microsoft.

34,356 learners

Cloud Storage & Collaboration

- Platforms: Google Drive, OneDrive - File sharing and management
- The university provides a one drive for all students to use.
- Activity: Cloud folder creation and sharing
- <https://linkedin.com/learning/learning-onedrive-22135849/manage-all-your-files-with-onedrive?u=77966930>

Managing Digital Communication

- **Email Etiquette:** Professional email writing, managing inbox
- **Online Meeting Etiquette:** Setting up meetings, best practices
- **Activity:** Draft email to the following complaint.

Guest Complaint

Subject: Urgent: Unacceptable Stay Experience at Your Hotel

Dear Hotel Management,

I am writing to express my dissatisfaction with my recent stay at your hotel. I checked in on October 10th, expecting the high level of service that your hotel is known for. However, my experience was far from satisfactory.

Firstly, the room I was assigned (Room 305) had not been properly cleaned. There were stains on the bed sheets, and the bathroom was not well-maintained. I had requested a quiet room, but the one given to me was located near the elevator, resulting in constant noise that disturbed my sleep.

Secondly, I was extremely disappointed with the service provided by the front desk staff. On two occasions, I requested assistance with a malfunctioning air conditioner, and both times, my request was ignored. This left me in an uncomfortable and hot room for the duration of my stay.

I understand that occasional issues may arise, but the lack of attention to these problems made my stay unpleasant. I hope you take this feedback seriously and address these concerns promptly.

I expect a formal response and an appropriate resolution to this matter, as I do not believe this experience aligns with the standards of your hotel.

Sincerely,
Jane Doe

Introduction to Excel

Let's practice inserting graphs and charts on Excel



Moodle and Turnitin





Moodle Tour



Turnitin – a brief overview!

You will submit your assessments electronically via Turnitin.

This is an online service that enables universities and lecturers to compare their students' assignments with a range of electronic sources, including other students' work.

The service is a valuable tool to help institutions, staff and students prevent and detect plagiarism (the taking of someone else's work or ideas and passing it off as one's own).

Assignments submitted to Turnitin are matched against a database of more than 15 billion documents worldwide including websites, journals, books, periodicals, as well as work created by other students.

Your Business Skills Turnitin similarity check link and final submission links can be found under the Assessment tab on our Business Skills Moodle Page. Let's take a look as a group.

Features

Each module has its own links to Turnitin within the assessment tab on Moodle.

You will receive a receipt via your ***student email*** when you submit work online.

Lecturers enter student grades through Turnitin, and use the system to provide feedback on their work.

Let's take a look together.

Similarity Scores

Please ensure you submit to similarity check before final submission. This will allow you to check your score and make the necessary changes. This resource is unlimited although after the third check it can take up to 24 hours for the check to be completed.

Always check to see where the similarities are. Asking your lecturer what score is acceptable is not best practice.

It is your responsibility to ensure you have checked your score and submitted correctly – not your lecturers!

Final Submission

Lecturers are not permitted to mark your work from the similarity check submission. After you have checked all is well with your document, please ensure you submit to the final submission, or you risk zero marks.

**Please be aware that final submission means final submission.
“Requests by students to resubmit to the final section before the submission deadline are only allowed in exceptional cases, based on the individual circumstances.” (UWTSD, 2022 p. 20)**

Final Top Tip Time!

To excel on this course, you must continue to develop your academic writing, research, and referencing skills.

Please ask your lecturer if you need support/guidance with this.

You can do this! 😊



Reference List

Chatfield, T. (2018) *Critical Thinking: Your guide to effective argument successful analysis and independent study*. London: Sage Publications Ltd.

Cottrell, S. (2023) *Critical Thinking Skills. Developing effective analysis, argument and reflection* London: Bloomsbury Publishing.

Cottrell, S. (2019) *The Study Skills Handbook. Fifth edition*. London: Macmillan International Higher Education/Red Globe Press.

McMillan, K, & Weyers, J (2021) *The Study Skills Book*. Harlow: Pearson Education Limited.

Saunders, M.N.K., Lewis, P. and Thornhill, A. (2019) *Research methods for business students*. Eighth Edition. New York: Pearson.

UWTSD (2023) *Student Careers Service*. Available at: <https://www.uwtsd.ac.uk/careers/> (Accessed: 3 August 2023)

Key Links

- <https://www.linkedin.com/learning/canva-essential-training/create-professional-designs-with-canva?u=77966930>
- <https://www.canva.com/>